Why Label Printer is “Offline” state?

Actually, JADENS products are 100% pass quality test before the sale, and generally, each product has the life and quality they ought to have. We provide a one-year warranty for our products. If you encounter any problems with the product, please feel free to contact us

Email : support@jadens.com
Phone: 1-800-752-7660(The phone NO. can be reached from AM 9:00 to PM 10:00 at New York Time).

Website: https://www.jadens.com/

We JADENS company will be 100% high-quality one-stop after-sales service -- U.S. after-sales, we guarantee your satisfaction!

Problem: Label Printer is “Offline” state(in "Settings", "Devices", "Printer & Scanner")

Cause： It maybe that the Port you inserted the USB cable into the computer is different from the port you inserted for **the first time**, so the printer state is “Offline”(in "Settings", "Devices", "Printer & Scanner"). And the printer which in “Offline” state**cannot** print.

Solution: Every time you plug USB into the computer, make sure it's the **same port.**